



City of Cambridge
File No. 10913
Request for Information for Cambridge Police Department
Police Body Worn Cameras

The City of Cambridge ("City") invites and welcomes responses prior to **11:00 a.m. on Thursday, April 20, 2023** to provide the following services:

The purpose of this Request for Information ("RFI") is to elicit the advice and best analysis of knowledgeable persons in the Police Body Worn Camera vendor community to enable the City of Cambridge Police Department (CPD) to understand the current technology solutions of Body Worn Camera providers and manufacturers.

Copies of the Request for Information ("RFI") may be obtained at the Office of the Purchasing Agent on or after **11:00 a.m., Thursday, April 06, 2023**. This RFI may be downloaded from the City's website: www.cambridgema.gov, online services, Purchasing Bid List, Regular RFP, **File No.10913**. This is not a solicitation of quotes, invitation for bids, or request for proposals and no contract will be executed as a result of this Request for Information. This RFI is for market research purposes only and does not constitute an offer by the City of Cambridge to perform the tasks or provide the supplies listed in this RFI.

Questions concerning the RFI must be submitted in writing by 11:00 AM. on Wednesday, April 12, 2023 to Elizabeth L. Unger, Purchasing Agent, at the address above, or by email to Purchasing@cambridgema.gov. Answers to substantive questions will be posted to the website in the form of an addendum. It is the responsibility of all respondents to check the website for addenda.

Electronic copies should be submitted by 11:00 a.m. April 20, 2023 via e-mail to purchasing@cambridgema.gov. Respondents may also submit hard copies to the Office of the Purchasing Agent, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139. Responses being hand delivered or sent via courier (other than USPS) may be delivered in person to 5 Bigelow Street, Cambridge, MA during normal business hours. Responses received after the RFI due date will be accepted at the sole discretion of the City. Please label "RFI for Body Worn Cameras, File No. 10913".

Elizabeth L. Unger, Purchasing Agent City of Cambridge

Confidentiality and Public Records Law

All responses to this RFI will be public record under the Commonwealth's Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices set forth on such writings to the contrary.

General Instructions

Please note that this RFI is issued solely for the purpose of obtaining information. Nothing in this RFI shall be interpreted as a commitment on the part of the city to enter a contract with any respondent or to conduct any procurement.

- a)** This RFI has been posted on Thursday, April 6, 2023 after 11:00 a.m.
- b)** Respondent Questions. Potential respondents who have questions regarding this RFI may e-mail them to purchasing@cambridgema.gov by 11:00 a.m., Wednesday, April 12, 2023.
- c)** Response Submission. All responses to this RFI should be due no later than 11:00 a.m. on April 20, 2023. Respondents should submit one (1) electronic copy via e-mail to purchasing@cambridgema.gov and may, if they choose, also submit hard copies to the Office of the Purchasing Agent, Room 303, City Hall, 795 Massachusetts Avenue, Cambridge Massachusetts 02139. All responses must include on the first page the official name (if any) of the firm or entity submitting the response. Please consecutively number all pages of the response.
- d)** Additional Information. The City of Cambridge retains the right to request additional information from respondents. The City may request further explanation or clarification from any and all respondents during the RFI review process.

II. Costs.

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. The city shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.

III. Public Record.

All responses to this RFI will be public record under the Commonwealth's Public Records Law, Mass. Gen. L. Ch. 66 s. 10, regardless of confidentiality notices set forth on such writings to the contrary.

IV. Information Requested

- a)** Company Name (please list parent company as well)
- b)** Company Address:
- c)** Company Website:
- d)** Contact name and information (e-mail address required)

Provide a description of your company and the basis of your expertise in offering a response to this RFI.

Cambridge Police Department – Request for Information Body Worn Cameras

I. Introduction

The purpose of this Request for Information (RFI) is to elicit information from the Police Body Worn Camera vendor community to enable the City of Cambridge Police Department (CPD) to understand the current technology solutions of Police Body Worn Cameras providers and manufacturers. The City of Cambridge reserves the right to use this information for market research purposes. This is not a procurement for the services described in this RFI. No contract shall result from respondents' participation in this RFI.

II. Overview

The City of Cambridge, MA is evaluating solutions for implementing a Body Worn Camera (BWC) program for the Cambridge Police Department. It is believed that body worn camera technology will help enhance community/police relations by providing additional transparency and accountability in the daily operations of the Police Department. The City hopes that the body worn cameras can help enhance community trust that is essential to serve a city of the size, diversity, and complexity of Cambridge, MA.

About the City of Cambridge Police Department:

The Cambridge Police Department is a dedicated and diverse group of approximately 288 sworn professionals who are committed to working with the community to make the City of Cambridge a safe and desirable place to live, work or visit. It is the Department's mission to partner with the community to solve problems and improve public safety in a manner that is fair, impartial, transparent, and consistent.

III. Information Solicited

The City of Cambridge is seeking information from qualified vendors with demonstrated experience in supplying body worn camera hardware and supporting video and audio software. The objective of this RFI is to get a broad overview of what is available for body worn camera solutions. Any technical specifications listed in this document are an expression of intent, not a restrictive or all-inclusive list of must-meet requirements.

HARDWARE (CAMERA) SOLUTIONS:

- Please describe the Body Worn Camera (BWC) solutions provided. Specifically, please describe specifications, addressing the following at a minimum for each camera type:
 - Method and ease of activation
 - Please provide a listing of types and maximum (if any) number of external activation devices, such as gun from holster, mobile radio and external speaker activation, radio emergency button, CAD activation. What communication protocol is used for remote devices.
 - What equipment is required to enable remote devices or is that managed by the camera?
 - What measures are in place to protect lost or stolen devices? Do you have the capability to remotely erase a device?
 - Maximum onboard memory storage at 1080i and 780i resolution
 - Batteries: recording life, internal/removable, standby duration, charging mechanisms
 - Battery Life: Average per 8 hours at what resolution, Average Charge Time, what is impact on battery life using 1080i vs 780i resolution.
 - Battery Charging Mechanisms: List all options available, are individual stations available for officers, are there in vehicle charging options, for in-building charging stations what is the power requirement, please indicate recharge rate for each option, and for both camera and each alternate activation device.
 - Durability: Please describe what tests are conducted on the devices to ensure that products are durable and resistant to multiple environments, including potentially explosive or hazardous situations. Include temperature range of operation and weather rating.
 - Is a manual audit required to determine if a camera is recording properly? If not, what systems and safeguards are in place to proactively determine the status of a camera?
 - Dimensions: Please include physical dimensions and weight (including camera, control unit and battery).
 - Mounting: Please describe your mounting options.
 - Please describe the system's ability to ensure user/public awareness (low battery warnings, prompts for turning on/off recording, low storage, LED Indicators etc.)
 - Are settings customizable? (e.g. screen brightness etc.).
 - Channels: Please specify how audio is recorded separately.

- Camera Resolution: What is the minimum dynamic range of your camera? How do you ensure optimal recording under all lighting conditions. Does your system have technologies to address low light or nighttime conditions?
- Resolution
- Video Compression
- Minimum frame rate
- Please describe the field of view.
- GPS capabilities, if any
- Describe the camera focus and specify any automatic stabilization features.
- Audio recording capacity: please describe maximum distance from which audio is captured, and how your system clearly captures and minimizes ambient noise.
- Describe what if any, “pre” and “post” event recording capabilities your system provides? If pre/post event capabilities exist, are the pre-and-post event times continuous with the recorded event?
- Are there capabilities to create a recorded event from device memory even if the user did not activate the recording feature? Is the video and/o audio always recording when the device is activated?

Are there sensory capabilities allowing for automatic activation such as when a firearm has been discharged/unholstered, sudden shocks or after long periods of inactivity (officer safety)? Please describe any other mechanisms that may exist to activate the camera if not done so by the officer. Are those capabilities part of the basic fees or in addition to?

- Facial Recognition capabilities: If the system is equipped with facial recognition technology please describe, and specifically state whether the system can exclude/switch this function off.
- Please describe how footage can be reviewed (on device, only after transfer etc.).
- Please describe how your system prevents video and audio footage from being edited and/or deleted prior to transfer and upload.
- Please describe any user safety features of your system.

OTHER HARDWARE QUESTIONS:

- What specifications come with cameras “out-of-the-box” and which, if any, can be added?
- How does your company keep agencies stocked with extra cameras and supplies?

- What other supplies besides the camera may be needed? Please describe what additional equipment an agency may need to adequately equip 300 officers.
- Do you provide training cameras?
- Do you provide a warranty on hardware? If so, what is covered and what is not?
- How do you handle repair and/or replacement of non-working cameras or parts?
- Does your company provide a stock, maintain, repair, and replace with newer model program?

DATA MANAGEMENT STANDARDS AND SOFTWARE SOLUTIONS:

- Please describe your data management solutions, including licensing and software features.
- Please describe the format in which audio and video are recorded? Can footage be replayed on multiple software programs without reprocessing or conversion?
- Please specify what metadata is captured as standard (e.g., time/date, location, username etc.).
- Please describe method(s) of data transfer or upload – can the data be uploaded automatically when the camera is connected/docked to a base? Does the upload occur even if the camera battery is drained?
- Please describe in detail how data/body camera footage is stored. If data storage is cloud-based, please describe what security standards are used?
- Is data storage compliant with Security Standards issued by the Criminal Justice Information Systems (CJIS)?
- Are all your systems compliant with CJIS? If you use a cloud provider to host your systems, is that provider CJIS compliant. Additionally, are your systems hosted by the cloud provider CJIS compliant as well?
- What auditing do you perform to ensure CJIS compliance? What are the frequencies of the audits? Are the audits performed by a third party?
- Does your solution provide for data storage up to 36 months? If not, please provide the maximum retention period. Is there an ability to mark video/audio and related cloud storage beyond the retention period?
- How does your system ensure chain of custody requirements are met?
- Describe your software interface presentation and user experience.
- Is access/permission configurable by the agency?
- Please describe capabilities with respect to:

- Searching footage
 - Event marking and categorization
 - Editing and redacting
 - Data Sharing – include any security features with respect to sharing
 - File size compression
 - Ease of uploading to online video sharing and social media platforms
- Please describe the audit capabilities your system provides (when was footage viewed, edited, moved etc. and by whom) including when footage is disseminated (date, sender, recipient etc.).
 - Reporting: Please describe system capabilities for report generation.
 - How does your company perform upgrades to the camera software and any databases? Are upgrades automatic/wireless, how frequently and what if any downtime is associated with this?

SYSTEM COMPATIBILITIES/INTERFACES:

- What operating system is your system compatible with?
- Is your system cloud, on-premise or hybrid?
- Please detail the internet bandwidth requirements for your solution
- What Records Management System (RMS) is your system compatible with?
- What Digital Evidence Management Application(s) is your system compatible with?
- What Computer Aided Dispatch Systems (CAD) is your system compatible with?
- How does your system integrate with RMS and CADs, is it real-time or batch? What is the average duration for integration?
- Describe requirements for cameras to connect with wireless systems and upload data.
- Describe any other interoperability considerations that the City should consider.

EXPERIENCE AND CUSTOMER SUPPORT:

- Please describe the training you provide to your clients.
- Please describe the level of customer support provided. Specifically address the following:
 - Does your company provide camera software, database software, and technical support, or do you outsource that?
 - What are average response times for technical requests?

- What is the system availability for your system(s)? How do you calculate system availability for each system? Does it vary by system?
- How often do you schedule system maintenance? When do you schedule system maintenance and for what duration?
- Describe in detail the notification provided for unscheduled system down time?
- What are the support hours and SLA for support? Is your support model 7x24x365 with same SLA or does it vary by day and time?
- Does your organization provide body camera solutions to clients in Massachusetts?
- Provide references from three current clients in Massachusetts.

PROCUREMENT OPTIONS:

(Please note that this is for informational purposes only. Vendors should not include price catalogs or other price specific information with their responses)

- How does your company price software, and technical support and any other necessary services for a complete system?
- Do you offer both lease and purchase solutions?
- Are your products available for purchase on Statewide contracts, purchasing collaborative or GSA contract, or similar?

OTHER CONSIDERATIONS

- What other factors might the City need to consider when choosing a camera system?
- What would be a general timeline for delivery, testing, training and implementation for approximately 300 officers?
- What do you foresee as important features that will become available in the next 6 to 12 months?
- Does your company provide cameras for a trial period for a limited number of officers?
- Does your company provide any assistance with implementation such as a community engagement process?
- If the City were to not renew a contract, what support does your company provide in transferring stored data to another vendor.

Please attach additional specifications or software information as necessary.

IV. Costs.

By submitting a response, respondents agree that any cost incurred in responding to this RFI, or in support of activities associated with this RFI, shall be the sole responsibility of respondent. The city shall not be held responsible for any costs incurred by respondents in preparing their respective responses to this RFI.